

Indiana Client Eligibility System (ICES) Overview

The Indiana Client Eligibility System (ICES) is the automated system supporting the operations of the Family and Social Services Administration, Division of Family Resources. ICES is a federally certified online integrated eligibility system. ICES supports the worker by determining eligibility and benefit level for Temporary Assistance for Needy Families (TANF), Food Stamps (FS), Refugee Cash Assistance (RCA), and multiple categories of Medical Assistance based on answers to questions input by workers, relieving them from multiple forms and manual calculations. ICES provides a clearance process whereby each individual is assigned a unique Recipient Identification (RID) Number that follows the individual through all current and future ICES eligibility. The RID is also used as a key for several data exchanges. ICES further supports the worker by providing alerts, client scheduling, generation of notices, data exchanges, mass changes and an online policy manual. ICES also supports Indiana Manpower and Comprehensive Training (IMPACT), benefit recovery (including a scratchpad and tax intercept data exchange), benefit issuance, hearings and appeals and quality control. ICES is the primary source for the delivery of TANF and FS benefits via the Electronic Benefit interfaces through the batch process. Each online screen has direct access to extensive help screen information.

ICES is accessed by about 3,800 users statewide from approximately 125 remote sites. It contains over 450 screens, 2.4 million lines of code, and handles nearly 3 million transactions each business day. Each online screen has direct access to extensive help screen information. ICES supports all counties statewide and the central office in effectively administering benefits. It is used extensively by eligibility workers and supervisors, IMPACT workers and supervisors, and county and district administrators, as well as outside agencies that are dependent upon various data exchanges with ICES.

Indiana was federally mandated to replace its old, manual eligibility system in 1991. Ohio's eligibility system (CRIS-E) was transferred to Indiana in 1991 and modified to meet the needs of Indiana's clients. ICES was piloted in 1992 and the statewide rollout was completed in 1993. Final federal certification was received in 1994. ICES was transferred, developed and is currently being maintained by Deloitte Consulting and a team of State employees.

The multiple modules that make up ICES are complex and subject to frequent federal and state regulatory changes and requests for increased functionality. All programs are written in COBOL II, with the exception of some reports, which are written in EZTRIEVE PLUS. All online programs are written using the Telon development tool. The majority of system generated reports are available online using COGNOS. PC's used by all staff are connect via WAN links to Indianapolis allowing for update to ICES via Attachmate's 3270 emulator.